

My Doctor's Office – **BASELINE**

The following questions relate to your interaction with the clinic. Point the arrow and click the box that represents the best answer.

1. In the past 6 months, how many times did you call the clinic?
 0 1 2 3 >3
2. In the past 6 months how many times did you email the clinic staff or your physician (not while in My Doctor's Office)?
 0 1 2 3 >3
3. In the past 6 months, how many times were you seen in the clinic by either a doctor or nurse?
 0 1 2 3 >3
4. In the past 6 months, what was your most recent interaction with the clinic, **excluding a doctor visit**?
 1 Phone call
 2 Electronic mail (e-mail)
 3 Did not contact the clinic in the past 6 months
 4 Other

If you did not contact the clinic in the past 6 months, please skip questions 6 and 7. Go to question 8 and continue from there. (Questions 6 and 7 do not apply to you)

5. What was your reason for contacting the clinic? (*check only one*):
 1 Schedule an appointment
 2 Ask for a referral
 3 Ask a question
 4 Prescription refill
 5 Other
6. Based on your response to question 5 above, what is your overall rating of your most recent clinic interaction?
 Poor Fair Good Very good Excellent
1 2 3 4 5
7. For which of the following services would you prefer to use a secure website such as My Doctor's Office rather than the telephone? (*check all that apply*)
 Communicate non-urgent messages for doctors and/or nurse
 Refill prescriptions
 Request referrals
 Schedule appointments
 Other
8. If you would prefer using a secure website such as My Doctor's Office, please tell us why.
(*write in the space provided below*)

Please provide the following information on your background. All of this information will be kept completely confidential.

10. **What year were you born?**

19

For questions 11 to 13, check only one answer:

11. **Are you male or female?**

- Male
- Female

12. **What is the highest grade or year of school you completed?**

- Grades 1-8
- Grades 9-11/Some high school
- High school graduate
- Some college/university
- College graduate
- Post-graduate education or degree

13. **What is your household income per year?**

- Less than \$15,000 per year
- \$15-29,000
- \$30-44,000
- \$45-59,000
- \$60-74,000
- \$75-90,000
- over \$90,000

You have successfully completed this questionnaire.

Thank you for your participation.

Your comments are welcome. Please write in the box below.